

ABSTRACT OF THE DISCLOSURE**CONTROLLING HOLD QUEUE POSITION ADJUSTMENT**

5 A method, system, and program for allowing callers to adjust in position within a hold queue are provided. An advancement token earned by a caller while waiting in a hold queue is detected. The advancement token is stored for redemption in a future call by the caller according to an authenticated identifier for the caller, wherein future redemption of the advancement token will cause adjustment of a waiting position. In particular, a caller in the call hold queue may earn advancement tokens by answering questions posed by other callers in the call hold queue, where the questions are answered in a manner such that the other callers do not need additional aid from a representative. In addition, a caller may redeem advancement tokens earned in a previous hold queue while waiting in current hold queue, where the redeemable advancement tokens are accessible across multiple call centers according to the 20 caller identification.

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